

Galley Management & In-Flight Service Logistics: Maximizing Efficiency

Master airline catering logistics to reduce waste and improve passenger service for aviation professionals.

Business Instructor: David Mitchell • 5 sections • 48 lessons • 12.50h total

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About this course

In-flight catering involves complex logistics from kitchen to cabin. Inefficiencies can lead to food waste, excess weight costs, and service delays, affecting both airline profitability and passenger satisfaction. This course covers end-to-end galley management, including planning, load optimization, onboard execution, and future trends. You'll learn through video lessons, real-world case studies, and problem-solving exercises tailored for airline staff and caterers.

Course curriculum

Introduction to Galley & Service Logistics

- **Defining In-Flight Catering and Galley Management (12m)**
Understand the core concepts and objectives of managing catering services in aviation.
- **Identifying Key Stakeholders and Roles (10m)**
Learn who is involved in the service chain, from airlines to regulatory bodies.
- **Mapping the End-to-End Service Chain (15m)**
Step-by-step guide from pre-order to in-flight delivery and post-flight processes.
- **Setting Core Objectives for Efficiency (12m)**
Define what efficiency means in galley management and how to measure it.
- **Overview of Regulatory Requirements (8m)**
Brief on food safety and aviation regulations impacting catering operations.
- **Introduction to Catering Specifications (10m)**
How specifications guide meal planning and galley setup.
- **Case Study: Airline Service Logistics in Action (18m)**
Real case study analyzing a successful catering logistics implementation.

Foundational Principles & Standardization

- **Aircraft Galley Configurations and Layouts (15m)**
Explore different galley setups across aircraft types and their implications.
- **Essential Galley Equipment: Trolleys, Inserts, Ovens (12m)**
Hands-on guide to the equipment used in in-flight service.
- **Standard Meal Service Procedures and Timing (18m)**
Learn the standard protocols for serving meals efficiently on board.
- **Applying HACCP in In-Flight Catering (20m)**
Step-by-step guide to implementing food safety management systems.
- **Weight Management Principles for Galley Loads (15m)**
Techniques to minimize weight while ensuring adequate supplies.
- **Catering Specifications and Standards (12m)**
How to read and apply catering specs for consistent service.
- **Practical Exercise: Mapping a Galley Setup (25m)**
Interactive session to design an efficient galley layout.
- **Case Study: Standardization Improving Service (18m)**
Real example of how standardization reduced errors and costs.
- **Handling Non-Standard Passenger Requests (10m)**
Strategies for managing special meals and dietary needs.

Optimizing Planning & Load Optimization

- **Pre-Flight Planning: Passenger Data and Special Meals (18m)**
How to use passenger numbers and requests to plan loads.

- **Routing Considerations for Catering Efficiency (12m)**
Factor in flight duration and destination for optimal planning.
- **Data-Driven Load Optimization Techniques (20m)**
Use data analytics to minimize waste and excess weight.
- **Minimizing Waste Through Smart Loading Strategies (15m)**
Practical methods to reduce food and packaging waste.
- **Galley Space Mapping and Inventory Management (18m)**
Organize galley space for easy access and efficiency.
- **Tools for Load Calculation and Planning (12m)**
Overview of software and tools used in modern planning.
- **Case Study: Reducing Excess Weight in Operations (25m)**
Real case where load optimization led to significant savings.
- **Problem-Solving Session: Common Planning Challenges (20m)**
Interactive session to tackle real-world planning issues.

Onboard Execution & Dynamic Response

- **Designing an Efficient Service Flow for Meals (18m)**
Create a smooth workflow from galley to passengers.
- **Coordinating Crew for Bar and Duty-Free Services (15m)**
Manage multiple service types with crew coordination.
- **Managing Meal Shortages During Flight (12m)**
Strategies to handle unexpected shortages without disrupting service.
- **Handling Equipment Malfunctions Mid-Flight (10m)**
Quick fixes and contingency plans for galley equipment.
- **Dealing with Flight Delays and Catering Impact (15m)**
Adjust catering plans when schedules change.
- **Post-Flight Inventory Reconciliation (12m)**
Step-by-step process for checking and reporting inventory.
- **Waste Reporting and Analysis for Improvement (18m)**
Use data from waste reports to refine operations.
- **Establishing Feedback Loops with Stakeholders (10m)**
Gather input from crew and passengers to enhance service.
- **Case Study: Dynamic Response in a Complex Scenario (20m)**
Real example of managing multiple issues during a flight.
- **Simulation: Onboard Service Coordination (25m)**
Practice coordinating service in a simulated environment.
- **Tools for Real-Time Issue Tracking (12m)**
Introduce apps and systems for monitoring issues on board.
- **Crew Communication Best Practices (15m)**
Effective communication techniques for smooth operations.

Advanced Trends & Future Logistics

- **Automation in Catering Ordering Systems (18m)**
How automated ordering is changing the catering landscape.
- **Integrated Software for Inventory Management (2026 Trends) (20m)**
Explore current software solutions and their features.
- **Reducing Single-Use Plastics in Galley Operations (15m)**
Practical steps to adopt sustainable packaging.
- **Food Waste Innovation and Sustainability Practices (18m)**
New technologies and methods to reduce food waste.
- **Personalized Nutrition for Passenger Preferences (12m)**
How airlines are catering to individual dietary needs.
- **Automated Galley Systems: Current Developments (20m)**
Overview of automation in galley equipment and service.
- **Dynamic Catering Models and On-Demand Services (15m)**
Shift towards flexible, passenger-driven catering.
- **Case Study: Implementing Sustainability in Airlines (25m)**
Real airline example of sustainable galley management.
- **Future Outlook: AI in Galley Management (18m)**
How artificial intelligence could transform operations.
- **Emerging Technologies in Service Logistics (12m)**
Look at upcoming tech like IoT and blockchain in catering.
- **Preparing for Industry Changes (10m)**
Adapt to evolving trends and regulations in aviation catering.
- **Course Wrap-Up and Applying Your Knowledge (15m)**
Summarize key takeaways and plan for implementation.

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